

FAQ

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How can I gain access to the Magellan System?

The easiest thing to do is request magellan tenant access, you can do so by visiting <https://accounts.mcs.anl.gov> or if you are a kbase user you can visit <https://accounts.kbase.us> from there you can simply request Magellan tenant access. Once requested a Magellan system admin will approve your request.

How do I access/use Magellan?

If you are a first time user, the easiest way to get started is by using the Web Interface. From this interface you will be able to create both computing and storage resources for yourself. More advanced users that are looking for a way to programmatically access the system can do so via the Openstack Nova client. Basic installation instructions for this client are located at http://docs.openstack.org/user-guide/content/install_clients.html.

I cannot access my instance, help!

There are a number of reasons why you might not be able to access the system, the first is to insure that you have the correct credentials. All instances are given a public key that you specify during instance creation. You will need to use this key combined with the user "ubuntu" for Ubuntu based cloud images and "centos-user" for CentOS based machines.

You will also need to make sure that you are allowing port 22 (as well as any other ports you need open) to your machine by going under "access and security" on the horizon/web admin page and making sure that the appropriate access is configured.

Edit Security Group Rules



Security Group Rules

	IP Protocol	From Port	To Port	Source	Actions
No items to display.					
Displaying 0 items					

Add Rule

IP Protocol	From Port	To Port	Source Group	CIDR
TCP	<input type="text"/>	<input type="text"/>	CIDR	0.0.0.0/0

Cancel

Add Rule

How do I get human support in Magellan?

You can simply submit a support request via our ticketing system via email to : magellan-support@rt.mcs.anl.gov

FAQ

What are the limits on system resources?

Magellan has a fair amount of resources at your disposal. Each tenant is given a quota which we can increase at any time if you have a legitimate need to do so.

With that in mind we encourage that you not needlessly waste instances by allocating resources and leaving them idle for long periods of time. A smarter way to handle variable workloads would be to leverage the nova API to bring up additional compute/storage resources as needed for your project.

If you have any questions on how to do this, we would be happy to help point you in the right direction.

Are there any limits on the applications I can run on Magellan?

Since you are your own administrator for each Magellan instance, you have limitless control of how you use those resources. We do ask however that you follow basic security precautions and insure that you follow best practices in deploying application stacks to help maintain the integrity of the system for both yourself and other users.

I have a project that needs more resources than I'm allowed in Magellan, what should I do?

If it's simply a matter of a tenant quota limit, this is fairly easy to overcome. However if you have a unique need (such as petabytes of storage or thousands of cores) we encourage you to submit a support request to start a formal discussion on how we can best accommodate your workload.

What's the difference between an ephemeral volume and volume storage?

Ephemeral volumes are created at the time of instance instantiation and are only durable for the duration of that instance. If you delete/destroy your instance for whatever reason the data contained on the ephemeral drives will be lost.

If you have a need for persistent data storage on Magellan, you will want to use volume storage. To create a new blank volume you will want to visit the "Instances and Volumes" section and create a new blank volume. Once created you can select "edit attachments" to connect it to an existing instance. If for whatever reason your instance is destroyed, the volume will remain on the Magellan system allowing you to reattach it to another instance.

My group doesn't have access to Magellan, how do I go about requesting resources?

If your group currently has no access to resources in Magellan, you can submit a request to us asking for a tenant to be created. With this request, please include a short statement with regards to how you are planning on using the system.
